

Application No. 10/002,743
Information Disclosure Statement

Attorney Docket No. 01702/LH

Customer No. 01933

**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

Applicant(s): Toshio UENO
Serial No. : 10/002,743
Filed : November 2, 2001
For : TECHNICAL SUPPORT SYSTEM
Art Unit : 3623
Examiner : Romain Jeanty

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INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

S I R :

Submitted herewith is a form PTO/SB/08A listing documents
cited in related applications Serial Nos. 10/002,740, 10/002,742,
10/002,745 and 10/002,771.

A form PTO-2038 is enclosed to cover the USPTO fee of
\$180.00 as set forth under 37 CFR 1.17(p) for filing an IDS at
this stage of prosecution. In addition, authorization is hereby
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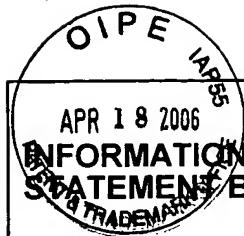
It is respectfully requested that the Examiner return an
initialized copy of the attached form PTO/SB/08A to confirm that
the documents listed thereon have all been considered and made of
record.

Respectfully submitted,

Douglas Holtz
Reg. No. 33,904

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APR 18 2006 INFORMATION DISCLOSURE STATEMENT BY APPLICANT <small>TRADEMARKS</small>		Application Number	10/002,743
		Filing Date	November 2, 2001
		First Named Inventor	Toshio UENO
		Group Art Unit	3623
		Examiner Name	Romain Jeanty
Sheet	1	of	1
		Attorney Docket Number	01702/LH

U.S. PATENT DOCUMENTS						
Exam. Inits*	Cite No ¹	Document Number	Kind Code ²	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
		5,754,938	A	HERZ et al	05-19-1998	
		5,895,450	A	SLOO	04-20-1999	
		6,073,161	A	DeBOSKEY et al	06-06-2000	
		6,289,333	B1	JAWAHAR et al	09-11-2001	
		2001/0032210	A1	FRANK et al	10-18-2001	
		2002/0035495	A1	SPIRA et al	03-21-2002	
		6,912,502	B1	BUDDLE et al	06-28-2005	

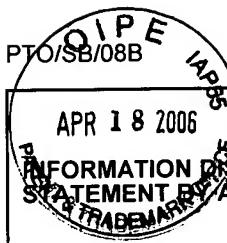
FOREIGN PATENT DOCUMENTS							
Exam. Inits*	Cite No ¹	Office ³	Document Number ⁴	Kind Code ⁵	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
Examiner Signature					Date Considered		

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¹ Unique citation designation number. ² See kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible.

⁶ Mark here if English translation is attached.

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		Examiner Name	Romain Jeanty
Sheet	2	of	2
Attorney Docket Number 01702/LH			

NON PATENT LITERATURE DOCUMENTS

Exam Inits	Cite No ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ⁶
		SANES, Christina "Complaints are hidden treasure"; 9/1993; Journal for Quality & Participation Vol. 16, No. 5; Pages 78-82; ISSN: 1040-9602, Dialog Files 15, Accession No. 00772294.	
		G. KAPPEL, S. Rausch-Schott, W. Retschitzegger, "Coordination in Workflow Management Systems - A Rule-based Approach", Springer LNCS 1364, 1998.	
Examiner Signature			Date Considered

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